

# Web Inquiry Notification System (WINS)

The Depository Trust Company will implement a new browser-based inquiry management system at the end of May 2009. The “Web Inquiry Notification System” (WINS) will replace the “Participant Inquiry Notification System” (PINS) for entry and management of new customer inquiries. Listed below are the more common questions received to date.

## Q & A

- Q: What impact will the release of WINS have on my month-end confirmation process?**  
A: The month-end position confirmation function will continue to be available over PINS. No changes are being made to this functionality.
- Q: If I confirm my month-end balance with exceptions, will I still be able to link into PINS using PF4?**  
A: No. If you currently use “confirm with exception” and use PF4 to link into PINS to input your inquiry, you will need to submit those inquiries in WINS. The PF4 key for PINS will be disabled once WINS is live.
- Q: What new entitlements will I need to request for my existing users of PINS?**  
A: None. All existing users of PINS will automatically receive access to WINS.
- Q: How will I access WINS if I am not a PBS user?**  
A: All PTS (green screen) users will need to access WINS over the new web page at [www.dtcc.com/wins](http://www.dtcc.com/wins)
- Q: Will I need to check WINS throughout the day to see if any updates were made to my inquiry?**  
A: No. If you submit an inquiry through WINS, you will receive real-time status updates via email if the status of an inquiry has changed.
- Q: Can I receive updates if I call the Customer Help Center (CHC) with an inquiry?**  
A: Phone inquiries received by the Customer Help Center that require research will result in email notifications on status changes.
- Q: Will DTC publish any training documentation to which my users can refer regarding WINS?**  
A: Quick Reference Guides will be available on the website ([www.dtcc.com/wins](http://www.dtcc.com/wins)) that will give you an overview of the WINS application. They will cover:

  - Creating a new inquiry
  - Researching recent inquiries
  - Re-opening an inquiry
  - Canceling an inquiry
  - Researching archived inquiries
  - Viewing interim responses



*The Depository Trust &  
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